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Information Disclosure Statement By Applicant	Applicant: Lokuge et al.	
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U.S. Patent Documents

Examiner Initial	No.	Patent No.	Date	Patentee	Class	Sub-class	Filing Date
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Other Documents

Examiner Initial	No.	Author, Title, Date, Place (e.g. Journal) of Publication
92	M	Printed from website http://www.liveperson.com on January 28, 2002, 1 Page
1	N	Printed from website http://www.e-comsupport.com on January 28, 2002, 1 Page
1	O	Printed from website http://www.egain.com on January 28, 2002, 1 Page
92	P	Printed from website http://www.livehelper.com on January 28, 2002, 1 Page
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